

Vermont Mental Health Performance Indicator Project

DDMHS, Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601 (802-241-2638)

MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani
Janet Bramley

DATE: October 20, 2000

RE: Child and Family Services Consumer Satisfaction

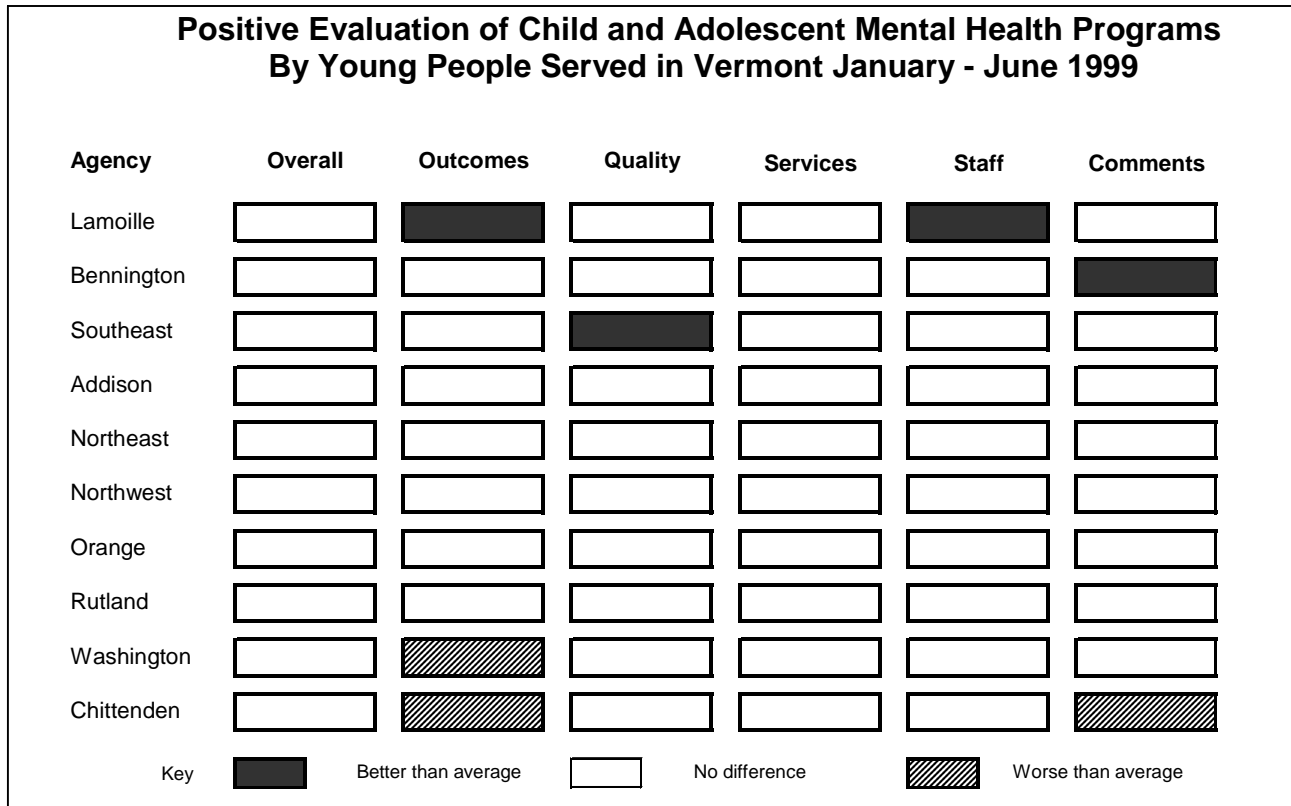
The attached pages summarize the finding of the survey of adolescents served by Vermont's Child and Family Services Programs during January through June, 1999. To receive a copy of a detailed technical report on the findings and methodology, please contact Pam Mack (802-241-2639 or pmack@ddmhs.state.vt.us).

The results of a similar survey of SRS case workers are currently being analyzed. We will share the results of this survey with you when the analysis is completed.

As always, we look forward to your comments and suggestions to 802-241-2638 or jpandiani@ddmhs.state.vt.us.

Overview of Differences Among Programs

In order to compare young people's evaluations of Child and Adolescent Mental Health Programs in the ten Community Mental Health Centers, young people's ratings of individual programs on each of six composite scales were compared to the statewide average for each scale. The results of this survey indicate that there were significant differences in consumers' evaluations of some of the state's ten Child and Adolescent Community Mental Health Programs.



The Child and Adolescent Mental Health Program in Lamoille County received the most favorable consumer assessment in the state, scoring better than the statewide average on two of the six scales. The Child and Adolescent Mental Health Programs in Bennington and Southeast each scored better than average on one of the six scales. Young people's evaluations of five of the other programs were not statistically different from the statewide average on any of the scales. The Child and Adolescent Mental Health Program in Washington County was rated below the statewide average on one scale and the program in Chittenden County below on two scales.

The results of this evaluation of Child and Adolescent Mental Health Programs in Vermont need to be considered in conjunction with other measures of program performance in order to obtain a balanced picture of the quality of care provided to young people with mental health needs in Vermont.

Table 1

Response Rates by Program

Evaluation of Child and Adolescent Mental Health Programs
By Young People Served in Vermont January - June 1999

	Children Served	Children 14-18 Served		Children 14-18 on Medicaid		Deliverable Surveys		Completed Surveys	
	#	#	% of all	#	% of 14-18	#	% of eligibles	#	% of deliverables
Statewide	5767	2194	38%	1291	59%	1112	86%	314	28%
Agency									
Addison	589	245	42%	146	60%	127	87%	31	24%
Bennington	402	181	45%	94	52%	79	84%	19	24%
Chittenden	998	387	39%	207	53%	179	86%	45	25%
Lamoille	118	48	41%	62	129%	53	85%	12	23%
Northeast	781	291	37%	218	75%	188	86%	54	29%
Northwest	454	159	35%	50	31%	43	86%	20	47%
Orange	406	131	32%	85	65%	75	88%	20	27%
Rutland	528	214	41%	101	47%	87	86%	23	26%
Southeast	1054	380	36%	205	54%	176	86%	58	33%
Washington	437	156	36%	123	79%	105	85%	32	30%
Gender									
Male	3365	1139	34%	658	58%	558	85%	158	28%
Female	2410	1055	44%	633	60%	554	88%	156	28%
Age									
14-15 years	1084	1084	100%	667	62%	588	88%	181	31%
16-18 years	1110	1110	100%	624	56%	524	84%	133	25%

Table 2

Positive Responses to Individual Questions by Program

State Southeast	Addison Washington	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	Rutland		
<i>The staff listened to what I had to say</i>										
77%	77%	79%	80%	92%	70%	79%	85%	83%	78%	66%
<i>I liked the staff people who worked with me</i>										
76%	65%	79%	84%	92%	74%	74%	75%	83%	78%	66%
<i>The location of my mental health services was convenient</i>										
72%	63%	79%	48%	83%	78%	58%	70%	83%	84%	75%
<i>Staff respected my wishes about who received information about me</i>										
72%	65%	68%	80%	92%	59%	53%	80%	83%	76%	75%
<i>I felt respected by the staff</i>										
72%	71%	53%	82%	83%	67%	68%	85%	78%	74%	66%
<i>The staff asked me what I wanted/needed</i>										
69%	55%	74%	70%	75%	67%	74%	70%	87%	69%	63%
<i>Services were available at times convenient for me.</i>										
68%	71%	74%	59%	67%	59%	63%	70%	74%	76%	72%
<i>The services I received were of good quality</i>										
67%	58%	74%	68%	75%	59%	79%	75%	70%	71%	63%
<i>I would recommend this mental health center to a friend who needed help</i>										
67%	71%	74%	70%	67%	57%	74%	80%	74%	62%	63%
<i>The services I received were helpful to me</i>										
66%	52%	79%	71%	64%	60%	74%	65%	57%	76%	59%
<i>I get along better with friends and other people as a result of the services I received</i>										
65%	61%	63%	60%	58%	61%	68%	80%	43%	71%	75%
<i>I liked the services I received</i>										
64%	48%	79%	71%	83%	59%	68%	50%	64%	67%	66%
<i>The staff knew how to help me</i>										
63%	45%	74%	75%	75%	54%	74%	55%	65%	64%	63%
<i>If I needed mental health services in the future, I would use this mental health center again</i>										
62%	45%	63%	64%	58%	56%	74%	70%	74%	64%	66%
<i>I helped to choose my treatment goals</i>										
61%	61%	63%	58%	42%	59%	53%	75%	70%	63%	63%
<i>I am doing better in school and/or at work as a result of the services I received</i>										
60%	55%	63%	67%	75%	54%	58%	55%	57%	66%	53%
<i>I am better at handling daily life as a result of the services I received</i>										
58%	58%	42%	60%	83%	59%	58%	70%	52%	52%	63%
<i>I get along better with my family as a result of the services I received</i>										
57%	48%	53%	51%	75%	52%	68%	75%	61%	52%	66%
<i>I am better at handling stressful situations as a result of the services I received</i>										
52%	52%	47%	36%	50%	57%	68%	55%	52%	53%	53%
<i>I helped to choose my services</i>										
50%	48%	47%	43%	67%	43%	53%	55%	57%	55%	50%
<i>I wanted more services than I got</i>										
46%	58%	53%	36%	42%	48%	37%	65%	43%	48%	38%
<i>I got more services than I wanted</i>										
40%	35%	32%	43%	42%	48%	26%	50%	39%	47%	25%
<i>Average</i>										
63%	57%	64%	63%	70%	59%	64%	69%	66%	66%	61%